



10240 Systems Parkway  
Sacramento, CA 95827

# WRITE IT RIGHT



## *A Guide for the Auto Body Repair Dealer*

**Gray Davis**, Governor

**Aileen Adams**, Secretary, State and Consumer Services Agency

**Kathleen Hamilton**, Director, Department of Consumer Affairs

California Department of Consumer Affairs  
**BUREAU OF AUTOMOTIVE REPAIR**

The Department of Consumer Affairs (DCA), Bureau of Automotive Repair (BAR) field offices listed below are open from 8A.M. – 5P.M. Monday through Friday (except State holidays).

We at DCA/BAR wish you every success in your auto repair business. If we can help you in any way, please contact us. For more information...

- Read the BAR's newsletter, *Repair Reporter*.
- Consult the booklet *Laws and Regulations Relating to Automotive Repair Dealers, Licensed Official Stations, and Licensed Smog Check Stations*.
- Call DCA/BAR's toll-free information line at 1-800-952-5210.

Bureau of Automotive Repair  
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**Sacramento, CA 95827**

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**Bureau of Automotive Repair – Field Offices**

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Bakersfield, CA 93313  
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(818) 596-4400

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Sacramento, CA 95827  
(916) 255-4200

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San Jose, CA 95128  
(408) 277-1860

***South El Monte***

1180 Durfee Avenue, Suite 120  
South El Monte, CA 91733  
(626) 575-6934

**Write It Right** – *Auto Body Repair Dealers*

The Automotive Repair Act requires auto repair shops to follow sound business practices in dealing with customers. These practices can be summed up in four rules:

- **Keep the customer informed.**
- **Do only work that has been authorized.**
- **Keep a written record of all work.**
- **Give copies of work orders and final invoices to the customer.**

*It is your responsibility to comply with the Automotive Repair Act.*

This booklet, illustrating how to complete estimates, work orders, and invoices correctly, will help you meet that responsibility. **The information contained in this booklet should be used with the *Laws and Regulations Relating to Automotive Repair Dealers, Licensed Official Stations, and Licensed Smog Check Stations*.**

Protect yourself. If a dispute arises, you may be asked to show that repairs were authorized.

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# BBB Auto Body & Paint

1234 Broadway • Anytown, CA 90000 • 916-555-0003 • Fax: 916-555-0004

BAR No.: AA 555555 Job No. 84502

Date: 12/21/01 — 9:00 AM Written By: Stan

EPA No.: EPA-57654321

Customer: John Doe Home Phone: (916) 555-2900

Address: 16 Vine St. Anytown, CA 95000 Work Phone: (916) 555-1111

Insurance Co: BEST CASUALTY Phone: (916) 555-0001

Claim No.: 235542-783 Deductible: \$ 200.00

Vehicle Information: 1999 Chevy Camaro Z28 2D CPE 5.7 inj 8 cyl  
VIN: 12345678910123457; License #: 321CAL, Odometer: 74,091

No.	Operation	Description of Repairs	Qty	Part Cost	Labor	Misc.
1	Overhaul	Bumper/Grill Assembly	1		40.00	
2	Replace	Bumper/Grill Cvr (Non-OEM)	1	299.00	56.00	
3	Refinish	Bumper/Grill Cover	1		40.00	
4	Replace	Bumper/Grill Air Dam (OEM)	1	287.00	30.00	
5	Refinish	Air Dam	1		55.00	
6	Replace	R Fog Lamp Cover (Used)	1	5.00		
7	Replace	R Bumper bracket (OEM)	1	16.17	35.00	
8		Paint		55.00		
9		Tape and abrasives		5.00		
10		Hazardous Waste Disposal				3.00
11	Repair S	Straighten right front frame rail (sublet)			150.00	

## TEARDOWN ESTIMATE:

I understand that my vehicle will be reassembled within \_\_\_\_ days of the date shown above if I choose not to authorize the services recommended.

Original Estimate \$ 950.00 Authorized by: John Doe

Phone No.: \_\_\_\_\_ Date: \_\_\_\_\_

Additional Cost \$ 150.00 Revised Estimate \$ 1,100.00

Reason: Item #11 above Authorized by: John Doe

Phone No.: 555-0001 Date: 12/26/01 Time: 9:15 AM

Parts	\$ _____
Labor	\$ _____
Misc. Costs	\$ _____
Subtotal	\$ _____
Sales Tax	\$ _____
TOTAL	\$ _____

EPA number

Odometer

Specific job

OEM,  
Non-OEM parts  
identified

Sublet repair  
noted

Estimated  
price

Customer  
authorization

Description of  
additional work

Additional cost

Person  
authorizing  
additional repairs

Telephone, date  
& time

## Written Estimate/Work Order – §§9884.9; 3353(a)

### 1. What must be on the Estimate and Work Order?

A description of the specific job (including the identification of OEM\* vs. Non-OEM\*\* crash parts), an itemized estimated price for parts and labor (see page 17), your EPA number, and the vehicle's odometer reading. If the estimate copy is a separate document (as in the case of some computer generated estimates), write the identification number on the work order and final invoice (see pages 7 & 9). The odometer reading must be included on both the invoice and estimate. §§9884.9, 9884.7(a)(2)\*\*\*

### 2. Does the estimated price have to include the toxic waste cost?

Yes. If toxic waste disposal is applicable to the vehicle being repaired, the fee charged must be itemized separately on the estimate. Your toxic waste/EPA identification number must also be printed on your estimates and invoices. §§9884.9(a)\*\*\*, 3356.1\*\*\*\*

### 3. Does the estimated price have to include the sales tax?

No. Tax is added when the job is done.

### 4. How is the repair work authorized?

By the customer's signature on the estimate, §3303(j) (for "Unusual Circumstances," see page 21.) After the customer authorizes the repairs, your shop copy of the estimate also becomes a "Work Order."

### 5. Who is the customer?

The person who brings in the car and authorizes repairs. §3303(i)

### 6. What should I do with the signed estimate/work order?

Always give the customer a copy of a signed paper at the time it is signed. Keep a copy for your records. §§9884.7(a)(3), 9884.11

## Additional Authorization – §§9884.9(a); 3353(a)

### 1. Can work be done in excess of the work listed on the "Work Order?"

Only if the customer authorizes the additional work and any additional cost before the additional work begins.

### 2. How is additional authorization documented?

a. Specify on the work order the additional work and the cost. This additional work would be in excess of the original work estimated.

b. If authorization is verbal, note the following as shown on the sample work order at left.

- Date
- Time
- Customer's name
- Telephone number called, if any.
- If authorized in person, obtain signature
- Additional cost
- Additional work
- Authorization can also be E-mailed or faxed

\* OEM means Original Equipment Manufacturer crash part

\*\* Non-OEM means nonoriginal aftermarket crash part

\*\*\* Numbers starting with "9" are from the Business and Professions Code

\*\*\*\* Numbers starting with "3" are from Title 16, California Code of Regulations

# BBB Auto Body & Paint

1234 Broadway • Anytown, CA 90000 • 916-555-0003 • Fax: 916-555-0004

BAR No.: **AA 555555** Job No. **84502**

Date: **12/21/01 — 9:00 AM** Written By: **Stan**

EPA No.: **EPA-57654321**

Customer: **John Doe** Home Phone: **(916) 555-2900**

Address: **16 Vine St. Anytown, CA 95000** Work Phone: **(916) 555-1111**

Insurance Co: **BEST CASUALTY** Phone: **(916) 555-0001**

Claim No.: **235542-783** Deductible: **\$ 200.00**

Vehicle Information: **1999 Chevy Camaro Z28 2D CPE 5.7 inj 8 cyl**  
VIN: **12345678910123457**; License #: **321CAL**, Odometer: **74,091**

No.	Operation	Description of Repairs	Qty	Part Cost	Labor	Misc.
1	Overhaul	Bumper/Grill Assembly	1		40.00	
2	Replace	Bumper/Grill Cvr (Non-OEM)	1	299.00	56.00	
3	Refinish	Bumper/Grill Cover	1		40.00	
4	Replace	Bumper/Grill Air Dam (OEM)	1		287.00	30.00
5	Refinish	Air Dam	1		55.00	
6	Replace	R Fog Lamp Cover (Used)	1	5.00		
7	Replace	R Bumper bracket (OEM)	1	16.17	35.00	
8		Paint		55.00		
9		Tape and abrasives		5.00		
10		Hazardous Waste Disposal				3.00
11	Repair S	Straighten right front frame rail (sublet)			150.00	

Parts	\$ <b>667.17</b>
Labor	\$ <b>406.00</b>
Misc. Costs	\$ <b>3.00</b>
Subtotal	\$ <b>1,076.17</b>
Sales Tax	\$ <b>51.70</b>
TOTAL	\$ <b>1,127.87</b>

## TEARDOWN ESTIMATE:

I understand that my vehicle will be reassembled within \_\_\_\_ days of the date shown above if I choose not to authorize the services recommended.

Original Estimate \$ **950.00** Authorized by: **John Doe**

Phone No.: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Additional Cost \$ **150.00** Revised Estimate \$ **1,100.00**

Reason: **Item #11 above** Authorized by: **John Doe**

Phone No.: **555-0001** Date: **12/26/01** Time: **9:15 AM**

Business name & address

Registration number

EPA number

Description of labor

OEM, Non-OEM notation

Parts itemized

Sublet repair noted

Subtotals

Sales tax

Person authorizing additional repairs

## WRITE IT RIGHT – Auto Body Repair

### Final Invoice – §§9884.8; 3356

#### 1. When does the customer get the invoice?

When the repair work is finished, and before the customer takes delivery of the vehicle.

#### 2. What must be on the invoice?

- Your business name, as registered with the BAR. **§3356**
- Your business address, as registered with the BAR. **§3356**
- Your BAR registration number.
- An itemized description of labor.
- Parts must be itemized and listed in terms that the customer can understand. State if parts are new, used, rebuilt, reconditioned, and whether a crash part is OEM\* or non-OEM after market. **§§9884.8; 3356**
- Labor operations and parts must be listed **even if the work is done at no charge. §9884.8**
- Subtotals.
- Sales tax.
- Notations of additional authorizations. If consent is verbal, you must either make notations as shown on the sample invoice at left, or you must use *Acknowledgment of Notice and Consent*, as described on page 9. **§9884.9(a)**
- If a toxic waste fee is charged, it must be included in the original estimate and you must have your EPA number on the invoice.

#### 3. How long should I keep a copy of the invoice?

For at least three years (with other records pertaining to the repair - for example, copies of invoices for parts, sublet repairs, or labor). All such records shall be open for reasonable inspection and/or reproduction by the Bureau or other law enforcement officials during normal business hours. **§§9884.11; 3358**

Continued on following page

\* OEM means Original Equipment Manufacturer

\*\* Non-OEM means nonoriginal aftermarket crash part



# BBB Auto Body & Paint

1234 Broadway • Anytown, CA 90000 • 916-555-0003 • Fax: 916-555-0004

BAR No.: AA 333333 Job No.: 45869

Date: 12/21/01—3:00 PM Written By: Bob

EPA No.: EPA-87654321

Customer: Ken Martin Home Phone: (916) 555-1906

Address: 761 Berryme St. Sacto, CA 95000 Work Phone: (916) 555-1111

Insurance Co: Lucky Star Phone: (916) 555-0001

Claim No.: 235542-783 Deductible: \$ 1000.00

Vehicle Information: 2000 Honda Accord 2D CPE 3.5 inj 6 cyl

VIN: 12345678910123457; License #: 321CAL, Odometer: 44,033

No.	Operation	Description of Repairs	Qty	Part Cost	Labor	Misc.
1	Repair as per attached insurance estimate #12345678, Claim #54321					
2	Additional supplemental repairs as per attached estimate #84516					
3						
4						
5						
6						
7						
8						
9						
10						
11						

**Acknowledgement of Notice and Consent**  
 "I acknowledge notice and verbal approval of an increase in the original estimated price."

(Signature or initials)

## TEARDOWN ESTIMATE:

I understand that my vehicle will be reassembled within 3 days of the date shown above if I choose not to authorize the services recommended.

Parts	\$ 706.27
Labor	\$ 287.20
Frame Repair	\$ 175.00
Sublet	\$
Additional Costs	\$ 8.00
Subtotal	\$ 1176.47
Sales Tax	\$ 55.00
TOTAL	\$ 1231.47

Original Estimate \$ 600.00 Authorized by: K Martin

Phone No.: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Additional Cost \$ 576.47 Revised Estimate \$ 1176.47

Reason: \_\_\_\_\_ Authorized by: \_\_\_\_\_

Phone No.: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

This number must appear on attached estimate

Estimate copy is a separate document

Acknowledgment of notice and consent

Customer authorization

## WRITE IT RIGHT – Auto Body Repair

### Final Invoice – §§9884.8; 3356 *Continued from page 7*

#### 4. Can I sublet work to another shop? Who is responsible for it?

**Yes.** If you sublet work, include that fact with the written estimate. Get the customer's consent, unless the customer cannot reasonably be notified. You are responsible for the work just as if you or your employees completed the work. §§9884.7(a)(9); 9884.9(b); 3359

#### 5. Do I need to provide an invoice on a "no charge" or warranty repair?

**Yes.** You must provide an invoice to your customer even if there is no charge. §§9884.8, 3356

#### 6. When a customer gives verbal consent to additional repairs, must I always write the complete notation on the final invoice, the same as on the work order?

**Yes.** Unless you get the customer's signature or initials on an "Acknowledgment of Notice and Consent" including the language shown in the example to the left (see example on page 8).

When using the Acknowledgment of Notice and Consent, the shop **MUST** document any revisions of the original estimate on the work order.  
 §9884.9

## BBB Auto Body & Paint

1234 Broadway • Anytown, CA 90000 • 916-555-0003 • Fax: 916-555-0004

BAR No.: AA 396211 Job No. 58699

Date: 12/21/01 —2:00 PM Written By: Stan

EPA No.: EPA-495583

Customer: James Kit Home Phone: (916) 555-2903

Address: 666 E. Ville Ave., CA 90000 Work Phone: (916) 555-1711

Insurance Co: \_\_\_\_\_ Phone: (916) 555-6001

Claim No.: \_\_\_\_\_ Deductible: \$ 200.00

Vehicle Information: 2000 Lexus Mark II, 4D Sedan 5.7 inj 8 cyl  
VIN: 42345678910123457; License #: 321CAL, Odometer: 8,091

No.	Operation	Description of Repairs	Qty	Part Cost	Labor	Misc.
1	Teardown and inspect vehicle for damage to rt. frt and prepare estimate.					
2	• Note: disassembly will prevent reassembly of vehicle to condition as received					
3						
4						
5						
6						
7						
8						
9						
10						
11						

Parts	\$ _____
Labor	\$ _____
Frame Repair	\$ _____
Sublet	\$ _____
Additional Costs	\$ _____
Subtotal	\$ _____
Sales Tax	\$ _____
TOTAL	\$ _____

### TEARDOWN ESTIMATE:

I understand that my vehicle will be reassembled within 3 days of the date shown above if I choose not to authorize the services recommended.

Original Estimate \$ 200.00 Authorized by: James Kit

Phone No.: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Additional Cost \$ \_\_\_\_\_ Revised Estimate \$ \_\_\_\_\_

Reason: \_\_\_\_\_ Authorized by: \_\_\_\_\_

Phone No.: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Specific Job  
(teardown &  
reassembly)

Maximum  
time to  
reassemble

Estimated price  
of teardown &  
reassembly

Customer  
authorization

## WRITE IT RIGHT – Auto Body Repair

### Estimate To Teardown, Inspect, Report and Reassemble – §3353(b)

#### 1. What is a Teardown Estimate?

An **estimate** you write when you have to take apart a component in order to find out what the problem is.

#### 2. What must be written on a Teardown Estimate?

- **The cost of the teardown** must include reassembly in case the customer doesn't want to have the repairs done, and the cost of items such as gaskets, seals, and O rings, which are normally destroyed by disassembly. §3353(b)
- **The maximum time** it will take to reassemble the vehicle in the event the customer doesn't want to have the repairs done. Maximum time is counted from the date of the authorization of the teardown. §3353(b)

#### 3. What if the vehicle cannot be restored to its former condition after teardown?

**Tell the customer before** starting the teardown, and write that information on the teardown estimate; see example page 10) §3353(b)



# BBB Auto Body & Paint

1234 Broadway • Anytown, CA 90000 • 916-555-0003 • Fax: 916-555-0004

BAR No.: AA 396211 Job No. 58699  
 Date: 12/21/01 — 2:00 PM Written By: Stan  
 EPA No.: EPA-495583  
 Customer: James Kit Home Phone: (916) 555-2903  
 Address: 666 E. Ville Ave., CA 95000 Work Phone: (916) 555-1711  
 Insurance Co: BEST CASUALTY Phone: (916) 555-0001  
 Claim No.: 235542-783 Deductible: \$ 200.00

Vehicle Information: 2000 Lexus Mark II, 4D Sedan 5.7 inj 8 cyl  
 VIN: 42345678910123457; License #: 321CAL, Odometer: 8,091

No.	Operation	Description of Repairs	Qty	Part Cost	Labor	Misc.
1		<b>Teardown and inspect vehicle for damage to rt. frt and prepare estimate.</b>				
2		<b>*Note: disassembly will prevent reassembly of vehicle to condition as received</b>				
3	Replace	Bumper/Grill Assembly	1	40.00	20.00	
4	Replace	Bumper/Grill Cvr (Non-OEM)	1	299.00	56.00	
5	Refinish	Bumper/Grill Cover	1		40.00	
6	Replace	Bumper/Grill Air Dam (OEM)	1	287.00	30.00	
7	Refinish	Air Dam	1		55.00	
8	Replace	R Fog Lamp Cover (Used)	1	5.00		
9	Replace	R Bumper bracket (OEM)	1	16.17	35.00	
10		Paint		55.00		
11						

Parts \$ \_\_\_\_\_  
 Labor \$ \_\_\_\_\_  
 Frame Repair \$ \_\_\_\_\_  
 Sublet \$ \_\_\_\_\_  
 Additional Costs \$ \_\_\_\_\_  
 Subtotal \$ \_\_\_\_\_  
 Sales Tax \$ \_\_\_\_\_  
 TOTAL \$ \_\_\_\_\_

## TEARDOWN ESTIMATE:

I understand that my vehicle will be reassembled within 3 days of the date shown above if I choose not to authorize the services recommended.

Original Estimate \$ 200.00 Authorized by: James Kit  
 Phone No.: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_  
 Additional Cost \$ 938.17 Revised Estimate \$ 1,138.17  
 Reason: Item #3-9 above Authorized by: James Kit  
 Phone No.: 555-1711 Date: 12/26/01 Time: 9:15 AM

## Second Estimate After Teardown

– §§9884.9; 3353

### 1. What do I do after I inspect the torn down vehicle?

**Prepare a written estimated price** for a specific job. You must list all parts and labor required for such repair. Then contact the customer. §3353(b)

### 2. How is the repair work authorized?

**In the same way** that any other work is authorized. Get the customer's signature, or, if the authorization is by telephone, make the required notations on the work order (See page 5.)

After teardown, the customer must authorize any further work (including reassembly) whether or not the customer decides to have repairs done. §§9884.9; 3353(a)

### 3. What do I do if the customer decides not to have the repairs done?

**If the notation** "disassembly will prevent reassembly to the condition as received" **is not noted** on the estimate/work order, you must put the vehicle back together. You must do this within the maximum time period, as written on the teardown estimate. You can charge no more than the price on the teardown estimate, since the original estimate includes reassembly. §3353(b)

Continued on following page

Odometer

Specific Job  
(teardown &  
reassembly)

Itemized list of  
parts

Telephone  
number

Date

Revised  
estimate

Customer  
notation

Time

# BBB Auto Body & Paint

1234 Broadway • Anytown, CA 90000 • 916-555-0003 • Fax: 916-555-0004

BAR No.: **AA 396211** Job No. 58699

Date: 12/21/01 — 2:00 PM Written By: Stan

EPA No.: **EPA-495583**

Customer: James Kit Home Phone: (916) 555-2903

Address: 666 E. Ville Ave., CA 95000 Work Phone: (916) 555-1711

Insurance Co: Phone:

Claim No.: Deductible:

Vehicle Information: 2000 Lexus Mark II, 4D Sedan 5.7 inj 8 cyl  
VIN: 42345678910123457; License #: 321CAL, Odometer: 8,094

No.	Operation	Description of Repairs	Qty	Part Cost	Labor	Misc.
1		<b>Teardown and inspect vehicle for damage to rt. frt and prepare estimate.</b>				
2		<b>*Note: disassembly will prevent reassembly of vehicle to condition as received</b>				
3	Replace	Bumper/Grill Assembly	1	40.00	20.00	
4	Replace	Bumper/Grill Cvr (Non-OEM)	1	299.00	56.00	
5	Refinish	Bumper/Grill Cover	1		40.00	
6	Replace	Bumper/Grill Air Dam (OEM)	1	287.00	30.00	
7	Refinish	Air Dam	1		55.00	
8	Replace	R Fog Lamp Cover (Used)	1	5.00		
9	Replace	R Bumper bracket (OEM)	1	16.17	35.00	
10		Paint		55.00		
11						

Parts	\$ 702.17
Labor	\$ 236.00
Misc. Costs	\$
Subtotal	\$ <b>938.17</b>
Sales Tax	\$ <b>54.41</b>
TOTAL	\$ 992.58

## TEARDOWN ESTIMATE:

I understand that my vehicle will be reassembled within **3** days of the date shown above if I choose not to authorize the services recommended.

Original Estimate \$ **200.00** Authorized by: *James Kit*

Phone No.: Date: Time:

Additional Cost \$ 938.17 Revised Estimate \$ **1,138.17**

Reason: Item #3-9 above Authorized by: **James Kit**

Phone No.: 555-4444 Date: 12/26/01 Time: 9:15 AM

Business name & address

Registration number

EPA number

Specific Job (teardown & reassembly)

OEM, non-OEM notation

Description of labor

Description of parts

Maximum time to reassemble

Subtotal

Sales tax

Original teardown estimate

Notation for 2nd estimate

Additional authorization

## WRITE IT RIGHT – Auto Body Repair

### Final Invoice After Teardown, Inspection, and Repair

*What must be on the final invoice after teardown, inspection, and repair?*

The **Final Invoice** must be a complete record of all work done. It must reflect all of the required elements of the Teardown Estimate (page 11) and the Actual Repair Estimate (page 13).

### IF YOU NEED MORE INFORMATION

See the BAR booklet, *Laws and Regulations Relating to Automotive Repair Dealers, Licensed Official Stations, and Licensed Smog Check Stations*; or call DCA's toll-free information line at 1-800-952-5210; or see BAR's Web site at [www.autorepair.ca.gov](http://www.autorepair.ca.gov)



# BBB Auto Body & Paint

1234 Broadway • Anytown, CA 90000 • 916-555-0003 • Fax: 916-555-0004

BAR No.: AA 666333 Job No. 77771  
 Date: 2/21/02 — 11:00 AM Written By: Dick  
 EPA No.: EPA-976541

Customer: Sue Malen Home Phone: (916) 555-1844  
 Address: 38 Grief Court; Sacto, CA 95000 Work Phone: (916) 555-1313

Insurance Co: Lucky Star Phone: (916) 555-0001  
 Claim No.: 9-98512-078 Deductible: \$ 500.00

Vehicle Information: 2001 Toyota Avalon 4D SED, 5.0, inj, 8 cyl  
 VIN: 34567891012345-44; License #: 321CAL, Odometer: 3,033

No.	Operation	Description of Repairs	Qty	Part Cost	Labor	Misc.
1	Repair as per attached insurance estimate #7844, insurance claim #235542-783.					
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						

## TEARDOWN ESTIMATE:

I understand that my vehicle will be reassembled within \_\_\_\_ days of the date shown above if I choose not to authorize the services recommended.

Parts	\$	
Labor	\$	
Frame Repair	\$	
Sublet	\$	
Additional Costs	\$	
Subtotal	\$	
Sales Tax	\$	
TOTAL	\$	

Original Estimate \$ 1281.94 Authorized by: [Signature]  
 Phone No.: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_  
 Additional Cost \$ \_\_\_\_\_ Revised Estimate \$ \_\_\_\_\_  
 Reason: \_\_\_\_\_ Authorized by: \_\_\_\_\_  
 Phone No.: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Reference to attached insurance form; (specific job & description of parts and labor by reference)

Estimated price

Customer authorization/ notation

## Itemized Estimate – §§9884.9(c); 3353

### 1. What is an Itemized Estimate?

**It is an estimate that includes** a complete list of parts to be supplied and labor operations to be performed. In the case of auto body repair, all estimates must be itemized.

### 2. Do I have to follow the itemized estimate/work order exactly?

**Yes, unless you get** the customer's authorization to make a change in the method of repair or parts supplied. (It is advised that you also inform the insurance company of any changes in the itemized repair.)

### 3. What about paint and materials?

**Paint and items** that go into it, like hardeners, reducers, etc., can be listed as paint with a one-line entry. If you choose to charge for materials such as sand paper, tape, etc., you may invoice such items as abrasives with a one-line entry, tape with a one-line entry, etc. However, you may choose to absorb the cost of such materials as part of your overhead.

### 4. Can I use an insurance company or independent adjuster's estimate?

**The insurance company or adjuster's** estimate may contain information and/or computations used to develop your estimate, but it cannot be used as a substitute for notification to the customer. In these cases, the estimate must show the insurance claim reference numbers. Parts and labor may be itemized on a separate form, which must be attached to the estimate. Remember, itemized crash parts must also be described as OEM or Non-OEM aftermarket. The customer must receive a copy of both the estimate and the attachment.

*Note: If you provide an estimate with line item pricing, you must provide an invoice with line item pricing.*

## BBB Auto Body & Paint

1234 Broadway • Anytown, CA 90000 • 916-555-0003 • Fax: 916-555-0004

BAR No.: AA 666333 Job No. 77771  
 Date: 2/21/02 — 11:00 AM Written By: Dick  
 EPA No.: EPA-976541

Customer: Sue Malen Home Phone: \_\_\_\_\_  
 Address: 38 Grief Court; Sacto, CA 95000 Work Phone: (916) 555-1313

Insurance Co: Lucky Star Phone: (916) 555-0001  
 Claim No.: 2-98512-078 Deductible: \$ 1000.00

Vehicle Information: 2001 Toyota Avalon 4D SED, 5.0 inj 8 cyl  
 VIN: 34567891012345-44; License #: 321CAL, Odometer: 3,033

No.	Operation	Description of Repairs	Qty	Part Cost	Labor	Misc.
1	Repair as per attached insurance estimate #12345678, Insurance claim #235542-783.					
2						
3	New bumper cover unavailable—customer authorized reconditioned cover; see our attached supplement log #384					
4						
5						
6						
7						
8						
9						
10						
11						

### TEARDOWN ESTIMATE:

I understand that my vehicle will be reassembled within \_\_\_\_ days of the date shown above if I choose not to authorize the services recommended.

Parts	\$ 493.94
Labor	\$ 325.00
Frame Repair	\$
Sublet	\$
Additional Costs	\$ 10.00
Subtotal	\$ 828.94
Sales Tax	\$ 37.05
TOTAL	\$ 865.99

Original Estimate \$ 1281.94 Authorized by: [Signature]  
 Phone No.: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_  
 Additional Cost \$ 453.00 less Revised Estimate \$ 828.94  
 Reason: Item #2 above Authorized by: Sue Malen  
 Phone No.: 429-1313 Date: 2/21/02 Time: 11:30 AM

Specific job & description of parts and labor by reference

Description of changes

Original estimated price

Change in price

Subtotal

Sales tax

Customer authorization

Revised amount

Person authorizing change in repair  
 Telephone, date & time

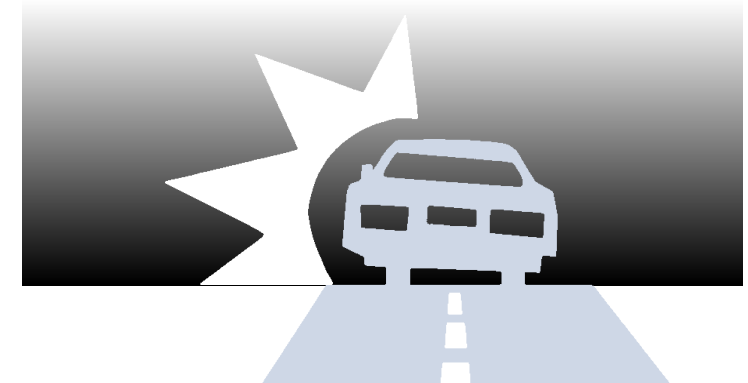
## WRITE IT RIGHT – Auto Body Repair

### Revising an Itemized Estimate/Work Order: Final Invoice – \$3353(c)

*Since auto body repair estimates must be itemized, how can I change it?*

**Contact the customer.** You cannot change the method of repair without the authorization of the customer. If the customer agrees to the change, write a description of the change and any change in price. Make a notation of the date, the time, the name of the customer and the telephone number called, if any. You can also E-mail or fax the information to the customer.

This information must be on the work order and on the final invoice. (See example page 18) §3353(c)



# BBB Auto Body & Paint

1234 Broadway • Anytown, CA 90000 • 916-555-0003 • Fax: 916-555-0004

BAR No.: AA 122812 Job No. 88692  
 Date: 12/23/01 — 10:00 AM Written By: Harry  
 EPA No.: EPA-495583

Customer: John Smith Home Phone: (707) 555-2905  
 Address: 6 Main Ave., Sacto, CA 95000 Work Phone: (916) 555-1713

Insurance Co: CHEAPEST ONE Phone: (916) 555-1492  
 Claim No.: C-635542-8 Deductible: \$ 500.00

Vehicle Information: 1999 Cadillac CDV, 4D Sedan 6.0 inj 8 cyl  
VIN: 62345678910123451; License #: 321CAL, Odometer: 28,099

No.	Operation	Description of Repairs	Qty	Part Cost	Labor	Misc.
1		<b>Tow in, vehicle in accident.</b>				
2		<b>Teardown and estimate to repair.</b>				

Description of  
job

Parts	\$	
Labor	\$	
Frame Repair	\$	
Sublet	\$	
Additional Costs	\$	
Subtotal	\$	
Sales Tax	\$	
TOTAL	\$	

Estimated price

## TEARDOWN ESTIMATE:

I understand that my vehicle will be reassembled within \_\_\_\_ days of the date shown above if I choose not to authorize the services recommended.

Original Estimate \$ 250.00 Authorized by: John Smith  
 Phone No.: 362-8529 Date: 12/26/01 Time: 8:15 AM  
 Additional Cost \$ \_\_\_\_\_ Revised Estimate \$ \_\_\_\_\_  
 Reason: \_\_\_\_\_ Authorized by: \_\_\_\_\_  
 Phone No.: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Customer  
authorization/  
notation

Notations:  
customer  
telephone no.,  
date and time

## Unusual Circumstances Estimate/Work Order – §3353(d)

### 1. What are “unusual circumstances”?

**Those are times** when the customer can't be there to sign the work order during normal business hours. The driver may have left the vehicle at the shop before or after business hours. Also, the vehicle may have been towed in, unaccompanied by the customer.

### 2. How do I get the customer's authorization under “unusual circumstances”?

- Prepare a written estimate before any work is done, including teardown.**
- Contact** the customer for authorization.
- Make a notation** on the work order showing:
  - Name of the person talked to (customer)
  - Date
  - Time
  - Telephone number called, if applicable. §3353(d)
- Make the same notation** on the invoice, or use the *Acknowledgment of Notice and Consent*.

(See example page 8) In the example shown, you will be preparing a revised estimate after you have inspected the damage.

After you receive the customer's authorization, make a notation of the date, time, person authorizing the repair, and telephone number called, if applicable. §3353(d)

## Most Often Asked Questions & Answers

### *For what reasons can my registration be suspended or revoked? §§490; 9884.7(a)*

**By law**, a dealer's registration may be revoked for any of the following acts or omissions:

1. Making untrue or misleading statements.
2. Letting a customer sign a work order that does not state the repairs requested or the odometer reading.
3. Failing to give a customer a copy of a signed document.
4. Fraud.
5. Gross negligence.
6. Failure to comply with auto repair laws or regulations.
7. Willful departure from, or disregard of accepted trade standards for good workmanship and repair.
8. Making false promises to get a customer to authorize service.
9. Having repairs done by someone else without the knowledge or consent of the customer (unless the customer cannot reasonably be notified).
10. Conviction of a violation of Penal Code section 551.
11. Conviction of any crime substantially related to the qualifications of an automotive repair dealer.

### *Is it OK to sublet repair work to another shop? §9884.9(b)*

**Yes.** If you are planning to have work done by someone other than you or your employees, include a statement of that fact with the written estimated price. Get the customer's consent, unless the customer cannot reasonably be notified.

### *If I sublet work, am I responsible for it? §9884.9(b)*

**Yes.** You are responsible for the work, just as you would be if you or your employees did it.

### *Do I have to return replaced parts to a customer? §§9884.10; 3355*

**Yes**, if the customer asks for them at the time the work order is placed. There are exceptions. For example, you do not have to return a part if it has to go back to the supplier under a warranty or core arrangement. You do, however, have to offer to show the part to the customer.

### *What must a guarantee or warranty show? §3376*

**The guarantee or warranty** must be in writing and show the following:

- What is covered and what is not covered.
- The term, time, or the mileage the guarantee is good for.
- What the customer must do to have the guarantee honored (return the part, pay a service charge, etc.).
- What the guarantor will do (repair, replace, etc.).
- Whether the guarantor or the customer has any options as to what may satisfy the guarantee.
- Name and address of the guarantor.
- Whether the guarantee is prorated (that is, adjusted for time or mileage).

### *Can I charge for shop supplies? §3356(b)*

**You cannot charge** for items genetically noted as shop supplies, miscellaneous parts, etc.

**You may charge** only for supplies actually used on the customer's vehicle. The cost for these supplies must be included as part of the original estimate and they must be itemized on the invoice.

### *What is a Written Estimate?*

**Written estimate** means a document that contains a written estimated price for labor and parts for a specific job that meets the requirements of Business and Professions Code section 9884.9 and California Code of Regulations section 3353.

### *What is a Work Order?*

**Work order** means a document that contains the estimate and memorializes the customer's authorization for a specific job.

### *What is an Invoice?*

**Invoice** means a document given to the customer that meets the invoice requirements of the Business and Professions Code section 9884.8 and California Code of Regulations section 3356. As stated in these laws and regulations, an invoice shall describe all service work done, including all warranty work, and shall separately identify each part in such a manner that the customer can understand what was purchased. (Parts must be listed in terms that the customer can understand.) The invoice must state if the parts are new, used, rebuilt, reconditioned, or an OEM crash part or Non-OEM aftermarket crash part. It shall also state the subtotals for parts and labor.

These items, along with others, are required by law.

An invoice is also known as a "final bill" within the auto body industry. Please refer to the Laws and Regulations Relating to Auto Body Dealers for more detail.

### *What is the difference between a repair order and a work order?*

**There is no difference.** The California Code of Regulations uses the term "**work order**;" therefore, to stay consistent, we use the terminology "work order" in this publication.

### *What does "Like Kind and Quality (LKQ)" mean?*

**Some insurance companies** use "*Like Kind Quality*" to describe used or aftermarket crash parts. However, BAR only acknowledges the parts description of new, used, rebuilt, reconditioned, or OEM crash part, or non-OEM aftermarket crash part as specified in section 3356(a) of the California Code of Regulations.

### *Do I have to post my labor rate per hour or have it on my estimate and/or invoice?*

**No.** There are no laws or regulations requiring a shop to post hourly rates or have it on the estimate and/or invoice, except for licensed Smog Check, lamp or brake stations.

### *Am I required to put the labor hours for a repair procedure on my estimate or final invoice?*

**No.** However, if your final invoice shows that you billed three hours of labor time for a repair procedure, you must have spent three hours of labor time for that repair procedure.